

**CLASS TITLE:                   SYSTEMS SUPPORT TECHNICIAN I**

**Class Code: 02707200**

**Pay Grade: 18A**

**EO: C**

**CLASS DEFINITION:**

**GENERAL STATEMENT OF DUTIES:** Within a department, agency or unit, to individually oversee, or to assist a supervisor in, the provision of data processing services utilizing: a small, self-contained local area network (LAN); and/or several personal computers (PC's); and/or dedicated terminals or PC's with network software to access databases or files stored on a mainframe system; and to do related work as required.

**SUPERVISION RECEIVED:** Works under general supervision with latitude in addressing both day-to-day and troubleshooting situations in the maintenance of the system.

**SUPERVISION EXERCISED:** May assign and review the work of data processing/clerical personnel; advises users on systems capability and operations.

**ILLUSTRATIVE EXAMPLES OF WORK PERFORMED:**

Within a department, agency or unit, to individually oversee, or to assist a supervisor in, the provision of data processing services utilizing: a small, self-contained local area network (LAN); and/or several personal computers (PCs); and/or dedicated terminals or PCs with network software to access databases or files stored on a mainframe system.

To maintain an existing system whose application has a narrow functional focus.

To provide on-site instruction and guidance to users in the use and operation of application software and system hardware.

To maintain a library of software/hardware vendor-provided manuals.

To perform minor, preventive hardware maintenance (e.g. changing ribbons in printers, replacing springs in printers, cleaning disk drive units, etc.).

To bring system back up subsequent to system crashes.

When required, to select, purchase, install and license off-the-shelf software based on user needs and budgetary constraints.

When required, to select, purchase and install basic system hardware such as monitors and printers based on user needs and budgetary constraints.

Performs data entry, document or report generation, and other functions on the system in the development of agency products and reports; uses database system to develop letters, correspondence and mailing lists.

As required, to assist in converting manual systems into data processing systems in a narrow functional area.

To perform system backups and restoration of user files.

To order supplies needed for day-to-day system operations.

To assign passwords and create directories for new users.

When required, to perform minor, basic programming tasks.

To contact vendor or seek outside help from agency or outside technical experts when problems cannot be resolved.

As required, to perform a variety of routine office and clerical tasks related to the primary function and purpose of work of the agency.

To do related work as required.

## **REQUIRED QUALIFICATIONS FOR APPOINTMENT:**

**KNOWLEDGES, SKILLS AND CAPACITIES:** A working knowledge of the operation, adjustment and routine maintenance needed for small local area networks (LAN's), personal computers (PCs), or dedicated terminals/PCs utilized to access mainframe databases; a working knowledge of the methods of the selection and installation of basic hardware and software utilized in the designated system environment; the ability to perform routine hardware and software installation and maintenance within the designated system environment; the ability to guide and instruct users on system usage and procedures; the ability to perform minor programming tasks; the ability to interact with vendors, agency personnel or providers of technical assistance concerning unresolved system malfunctions; the ability to perform data entry, document or report generation for agency projects; the ability to perform varied routine office and clerical functions; and related capacities and abilities.

## **EDUCATION AND EXPERIENCE:**

**Education:** Such as may have been gained through: graduation from high school, business school or technical school, including or supplemented by introductory computer courses relating to personal computers (PCs); and

**Experience:** Such as may have been gained through: employment in a position entailing the provision and maintenance of various data processing services using small local area networks (LAN's), stand-alone personal computers (PCs), or dedicated terminals/PCs utilized to access mainframe databases.

**Or,** any combination of education and experience that shall be substantially equivalent to the above education and experience.

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